Electronic Access Conference

2002

What's In a Name?
FSA4SCHOOLS Says It All

FSA4SCHOOLS.ED.GOV

- FSA – Federal Student Aid (previously SFA –Student Financial Assistance)

- 4SCHOOLS – A website created, updated and improved by and for our school partners

- ED.GOV – Brought to you by the U.S. Department of Education

U.S. Department of Education

Schools Portal

| HOME | Search | MY FSA | Other Links | Help Center | Feedback | Privacy | **IFAP** |

FSA Links & IFAP Database ▼ | | **GO**

FEDERAL STUDENT AID
We Help Put America Through School

RESOURCES & TRAINING

- Conferences and Training
- IFAP Library by Title or Topic
- Listservs/Mailing Lists
- Publications and How to Order
- School/Lender/Program Data
- Software and Manuals
- Tools: SFA Self-Assessments and Quality Analysis Tool
- Other Sites of Interest

FAA Access to Student Data

- COD
- CPS/Applicant data
- DL: Origination or Servicing
- NSLDS for FAAs
- Pell/RFMS

Participation & Funding

- Application/Recertification (E-App)
- eCampus-Based/FISAP

FSA Calendar

<<		November 2002				>>
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

| Events | Deadlines | Training | NPRMs |

Tuesday, November 5
- 2002 Electronic Access Conference: Orlando, FL
- Comment on Intercollegiate athletic program reporting requirements are due on November 25, 2002

FSA Headlines

FSA News

- IFAP's New Look
- Ordering Bulk Quantities of 2003-2004 Application Materials
- □Your Picture Here□ at fsa4schools.ed.gov
- 2002-2003 Applications Received by School by Source - as of October 6, 2002
- Kay Jacks Invites You to Attend the 2002 Electronic Access Conference(s)
- Sign Up For eCDR Now Available

More ...

U.S. Department of EDUCATION

Features of Version 2

- **Links grouped by function**
  - Resources and Training
  - FAA Access to Student Data
  - Participation and Funding
- **FSA Calendar more prominent**
- **FSA News more prominent**

Home state

Be Sure to Check out the RED toolbar

- Advanced Search

- MY FSA – mouseover to select register or log-in

- Other Links – If it isn't found on the left side of the page, check here

- Help Center – combines, HELP, FAQs, Contacts, Suggestions, Got a Question, About CSCC

Advanced Search

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Schools Portal

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FSA Links & IFAP Database ▾ [ ] **GO**

1) Search the FSA related site by entering the search term(s)

[   ]

Show short summary ☑

Number of results: 50 ▾

Minimum result threshold: 10% ▾

2) Check the boxes next to the FSA Site(s) against which you wish to conduct your search :

FAA Access to Student Data

· ☐ NSLDS for FAAs

· ☐ Pell/RFMS

· ☐ Direct Loan: Loan Origination

Search Resources
- hotbot
- go
- google
- yahoo

MY FSA

Help via Help Center

Help Center for Schools

Welcome to the FSA Schools Portal Help section. This section will guide you in the use of the FSA Schools Portal. You may also contact the FSA Customer Service Call Center at **1-800-433-7327**, or e-mail us at fsa.customer.support@ed.gov.

- o Need to locate an FSA contact? Click HERE for "How To Contact Us".
- o Have a question to pose to FSA? Click HERE to send an email message to Customer Service Call Center (CSCC).
- o Have a suggestion for an FSA Calendar item? Click HERE to send your request to FSA's CSCC.
- o Need guidance on navigating through the website? Click HERE for information about how the website is structured.
- o Looking for hints on using the Search tool? Click HERE for the search help information.

Electronic Access Conference 2002

Schools Portal

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HELP :: FAQs :: Contacts :: Suggestions :: Got a Question :: About us

FSA Customer Service Centers

Have a question about Federal Student Financial Aid or one of the FSA services the Department of Education provides? Contact one of our **Customer Service Centers.**

The following list identifies the various FSA Customer Service Centers, the types of service provided by each and how to contact the Customer Service Representative. When in doubt, you may call the FSA Customer Service Call Center at 1-800-433-7327, or e-mail us at sfa.customer.support@ed.gov.

Table of Contents

1. Campus Based Programs Customer Service
2. Case Management Teams
3. Closed School Branch
4. Common Origination and Disbursement (COD)
5. CPS/WAN Technical Support (CPS)
6. Debt Collection Service (DCS)
7. Default Management Service
8. Direct Loan Client Account Managers (CAMS)
9. Direct Loan Information Centers
10. FAFSA Web Products/FAFSA Express
11. Federal Student Aid Information Center
12. FSA Customer Service Call Center

Help via Help Center

U.S. Department of Education

Schools Portal

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Send Email to CSCC

Help via Help Center

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School Portal Design

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Schools Portal

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How is the Portal Designed?

The FSA Schools Portal is partitioned into 4 parts. Each is described below.

- ### The FSA Links

The FSA Links area displays links to other FSA sites. Clicking on a link in the FSA Links area will bring up the other web page in a separate window. You can filter this links list through the My FSA feature of the portal.

- ### The FSA Calendar

The FSA Calendar displays events, deadlines, training opportunities and NPRM comment due dates.

- Clicking on the name of the month (e.g. August) will generate a full page view of the FSA Calendar.
- Clicking on an entry displayed in the FSA Calendar will bring up the web page associated with that entry in a separate window.
- To move to the next or previous month, press the < and > arrows next to the name of the month.
- To display the entries for a day, click on the number of the day in the FSA Calendar.
- To display entries of a given type (Events, Deadlines, Training, or NPRMs), click on the tab at the top of the FSA Calendar.

- ### The FSA Headlines

The FSA Headlines displays **FSA Policy and Rule Changes**, and **FSA News**. Clicking on an entry in the FSA

Help via Help Center

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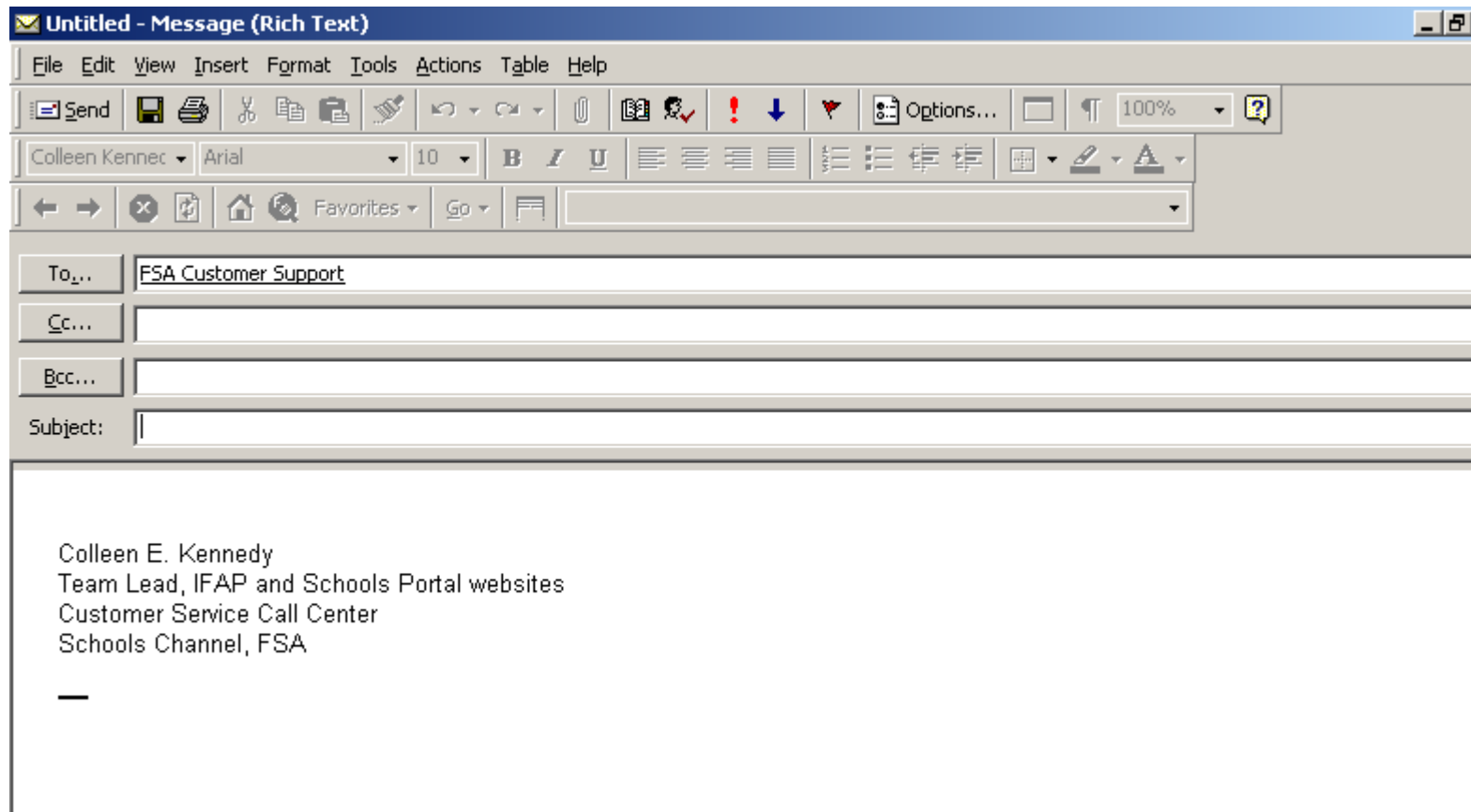
HELP :: FAQs :: Contacts :: Suggestions :: Got a Question :: About us

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Search Help

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Search Help

Simple Searches

A simple search can be conducted from the Schools Portal home page. Enter your search criteria in the space provided and press the **Go** button.

Phrasing Your Search

There are several ways in which to phrase a search, depending on how broad you wish the results to be.

- *Natural Language Searches* - this type of search will return broad results. When doing a natural language search, simply type in the phrase and the search engine will extract the meaning of your search to find related documents.
Keyword Searches - this type of search looks for a keyword or keywords entered by the user. The search engine returns documents that contain all the keywords involved. Some examples include:

  - training - returns documents with the keyword "training" within it.
  - financial aid - returns documents that contain both keywords "financial" and "aid."
Phrase Searches - this type of search will return documents based on a phrase entered by the user. The phrase must be entered in quotations. If quotations marks are not used, then the search engine treats it like a natural language search. Some examples include:

  - "FSA Coach" - returns documents with the phrase "FSA Coach" within it.
  - "668.16" - any keyword that contains a decimal point must be treated like a phrase and thus placed in quotation marks.

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Calendar Suggestion?

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Schools Portal

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HELP :: FAQs :: Contacts :: Suggestions :: Got a Question :: About us

FSA Calendar Item Idea?

School Portal Calendar Suggestion Request Form

Please complete all of the following fields that relate to your suggestion for an item to be added to the FSA Calendar found on the Schools Portal website (http://sfa4schools.sfa.ed.gov)

Please note that those fields that are preceded by an asterisk (*) are required fields.

*Title: (up to 60 characters):

*Category: (select one): ○ Deadline ○ Training ○ Event

*Starting Date of calendar item:

(ccyy-mm-dd format)

*Ending Date of calendar item:

(ccyy-mm-dd format)

*URL Link:
(URL of your website or a webpage that further describes the calendar item you'd like posted)

FSA Calendar

- Events,
- Title IV deadline dates,
- Training opportunities,
- NPRM comment due date

Events

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Schools Portal

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Register :: Log In

Events

[Events]   [Deadlines]   [Training]   [NPRMs]

Monday, November 4

- 2002 Electronic Access Conference: Orlando, FL

Tuesday, November 5

- 2002 Electronic Access Conference: Orlando, FL

Wednesday, November 6

- 2002 Electronic Access Conference: Orlando, FL

Thursday, November 7

- 2002 Electronic Access Conference: Orlando, FL

Friday, November 8

- ED Software Developers Conference

Monday, November 11

FSA Calendar						
<<	**November 2002**					>>
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10	**11**	**12**	**13**	14	15	16
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Title IV Deadlines

Training Opportunities

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Schools Portal

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FSA Links & IFAP Database ▼ [ ] GO

Training

| Events | Deadlines | Training | NPRMs |

Monday, November 18

- 2002 Precertification Workshop - Atlanta

Tuesday, November 19

- 2002 Precertification Workshop - Atlanta

Wednesday, November 20

- 2002 Precertification Workshop - Atlanta

Thursday, November 21

- 2002 Precertification Workshop - Atlanta

Friday, November 22

- 2002 Precertification Workshop - Atlanta

FSA Calendar						
<<	**November 2002**					>>
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
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10	11	12	13	14	15	16
17	**18**	**19**	**20**	**21**	**22**	23
24	25	26	27	28	29	30

We aren't done yet!

FSA Headlines

- The latest breaking FSA News.

- Policy and Rule Changes.

- Each links to more details.

- More = Archived.

FSA Headlines

FSA News

- IFAP's New Look

- Ordering Bulk Quantities of 2003-2004 Application Materials

- □Your Picture Here□ at fsa4schools.ed.gov

- 2002-2003 Applications Received by School by Source - as of October 6, 2002

- Kay Jacks Invites You to Attend the 2002 Electronic Access Conference(s)

- Sign Up For eCDR Now Available

More ...

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Your Picture Here!

- TRIO/Counselors Page

- Foreign Schools Page

- Promotional Materials Page

- Case Management Page

Common Features for Websites for Schools

- New FSA logo

- Common Navigation
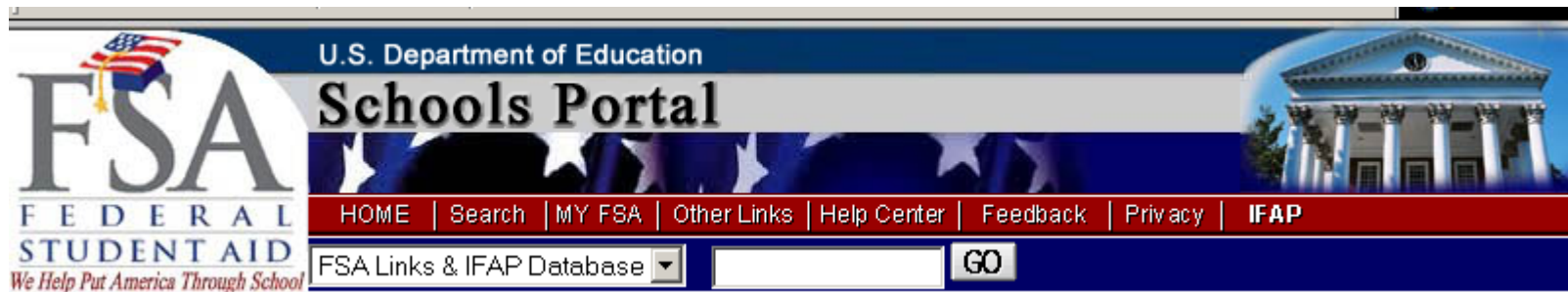
- Consistent Return to FSA4SCHOOLS

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Information for Financial Aid Professionals (IFAP) Library

IFAP

Help Center | What's New | Schools Portal | Other Links | Feedback | Privacy

The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.

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SEARCH

[_____]

Search

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- Publications by Topic

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- FSA Headlines
- FSA Calendar

MEMBER SERVICES

Tools for Schools

- Conference Presentations
- FSA Assessments
- FSA Coach (computer based training)
- Quality Analysis Tool

Letters & Bulletins

Action Letters

Dear Partner/Colleague Letters

- General Distribution (GEN) Letters
- Pell Grant (P)
- Campus-based (CB)
- Training Announcements (ANN)

Electronic Announcements

Publications

- Audit Guide for Schools
- Blue Book: Accounting/Recordkeeping/Reporting for the Business Office
- Cohort Default Rate Guide

On-Line References

- Accrediting Agencies: List and Criteria for Recognition
- Application Processing Materials
- Campus-Based Program Materials
- Common Origination & Disbursement (COD)
- Default Rate Materials
- FFEL Special Allowance Rates & Variable Interest Rates
- FWS/Community Service Resource Guide
- NSLDS Reference Materials
- Pell Grant (RFMS) Program Materials
- Program Review Guidance
- SAR/ISIR Reference Materials

Law & Regulations

- Code of Federal Regulations (GPO Compilation)
- Federal Registers
- Higher Education Act (House Subcommittee PDF)
- HEA Amendments
- US Code (GPO Compilation)

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Features of New IFAP

- **Incorporates new FSA logo and common look and feel for web sites for schools**

- **More Direct Access to Publications (fewer "clicks" to get there)**

- **Groups offerings according to function vs. alphabetical listing**

- **Brings worksheets, fact sheets, payment schedules to the forefront**

Moved, but not lost.

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Information for Financial Aid Professionals (IFAP) Library

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The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.

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- Cohort Default Rate Guide
- Counselor's Handbooks
- FAFSAs and Renewal FAFSAs
- Federal Student Aid Handbook

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Worksheets, Schedules, & Tables

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Advanced Search -

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Search: Please type your search in the box below.
Hints: There are several ways in which to phrase a search, depending on how broad you wish the results to be. Please click the one in which you are interested to see detail information and example: Natural Language Searches , Keyword Searches , Phrase Searches, Boolean Searches , Wildcards. For more help information, please click here.

Search

Publication Date Range
From: (MM/DD/YYYY)
To: (MM/DD/YYYY)

Posted Date Range
From: (MM/DD/YYYY)
To: (MM/DD/YYYY)

Number of Results: 10
Minimum Result Threshold: 10 %
☑ Show Summary

Publication Type Selection:

Accrediting
Action Letters
Audit Guides
Blue Books
Campus-based Programs
COD
Combined Federal Regulations
Conferences/Presentations
Counselor Handbooks
Dear Partner Letters

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Other Views

U.S. Department of Education

Information for Financial Aid Professionals (IFAP) Library

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SEARCH

[   ]

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Current Publications

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FSA Library - Current FSA Publications

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

There is a wealth of FSA information available to you here. Select the publication you are interested in from the list below.

Accrediting Agencies: "Current List of Nationally Recognized Accrediting Agencies and the Criteria for Recognition by the U.S. Secretary of Education".

Action Letters: Action Letters for the most recent three award years can be found here. Earlier versions of Action Letters (back to the 1995-1996 award year) can be located in the Archived Publications area. Click Here to access Archived Action Letters

Application Processing: All documents related to the FAFSA/Renewal application, SAR/ISIR correction process, EFC calculation and interagency matches can be found under this central location. Documents are sorted by processing cycle, beginning with the 2002-2003 period.

Audit Guides: The January 2000 "Audit Guide for Schools" and much more is available here.

Blue Books: Accounting, recordkeeping and reporting by postsecondary educational institutions for federally funded student financial aid programs.

Campus-Based Program Materials: TheFISAP Form and Instructions, the Perkins Cohort Default Rate

Archived Publications

U.S. Department of Education

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Blue Books: Accounting, recordkeeping and reporting by postsecondary educational institutions for federally funded student financial aid programs.

Campus-Based Program Materials: TheFISAP Form and Instructions, the Perkins Cohort Default Rate Booklet, theNotification of Campus-Based Final Funding for Federal Work-Study (FWS),Federal Supplemental Educational Opportunity Grant (FSEOG), and FederalPerkins Loan Programs (FPLP) Default Status Report are available here.

Publications by Topic

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Information for Financial Aid Professionals (IFAP) Library

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FSA Library - Publications by Topic

Campus-Based Programs (General Provisions)
Administrative Cost Allowance (ACA)
Allocation Of Funds
Cancellation/Discharge
Common Origination and Disbursement
Fiscal Operations Report And Application To Participate (FISAP)
Fiscal Procedures
Resources
Transfer Of Funds

Cash Management
Authorizations (Student/Parent)
Common Origination and Disbursement
Credit Balances
Crediting Student Accounts
Disbursement/Payment
Early Disbursements
Excess Cash
Late Disbursements
Maintaining Funds
Notification/Disclosure

Member Services

U.S. Department of Education

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IFAP Member Services Menu

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- Customized Search
- Change Password
- Update User Profile

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Subscription Email

Subscription Options

The Subscription system was developed to notify you when a new publication has been added to the wealth of information available on the IFAP web site For your initial visit to this page, please review all subscription options prior to choosing your selection. Based on your subscription selection, summaries of all new additions will be sent to the email address you used during your initial registration process. Please verify that we have your correct email address.

The IFAP system currently has your email address as colleen.kennedy@ed.gov. Please go to Change My Email Address now if this is not your current email address. After your email address has been updated, you may continue with the subscription process.

ALL registered IFAP customers will automatically receive an electronic mail message that summarizes the new additions to IFAP for the week. IFAP web site updates average 8-10 documents per week. You must visit the IFAP web site (http://ifap.ed.gov) to read, print and/or download the actual document. To accept the default IFAP Subscription press the submit button at the bottom of this form. If you need more timely updates for specific items choose options 2, 3 and/or 4. Click on the options listed below for further details and selection criteria. You can select more then one option. Even if there is overlap in your selection, the system is designed not to send you duplicate notifications of the same document.

1) Weekly Summary of ALL IFAP Additions (Default Setting)
Choose this option to receive a weekly summary of ALL IFAP additions or deselect the default.

2) Frequently Generated IFAP Additions
Choose this option to receive notification of the six most frequently generated IFAP documents approximately 48 hours after new documents are available.

3) Additional Publications By Publication Type
Choose this option to receive your selection of IFAP additions by Publication Type approximately 48 hours after new documents are available.

4) Additional Publications By Program/Service
Choose this option to receive your selection of IFAP additions by Program/Service approximately 48 hours after new documents are available.

Your Feedback Matters

- We "listen" to your concerns.
- We plan enhancements based upon your comments.
- It's not magic – it's a partnership!

Ready, Aim ….
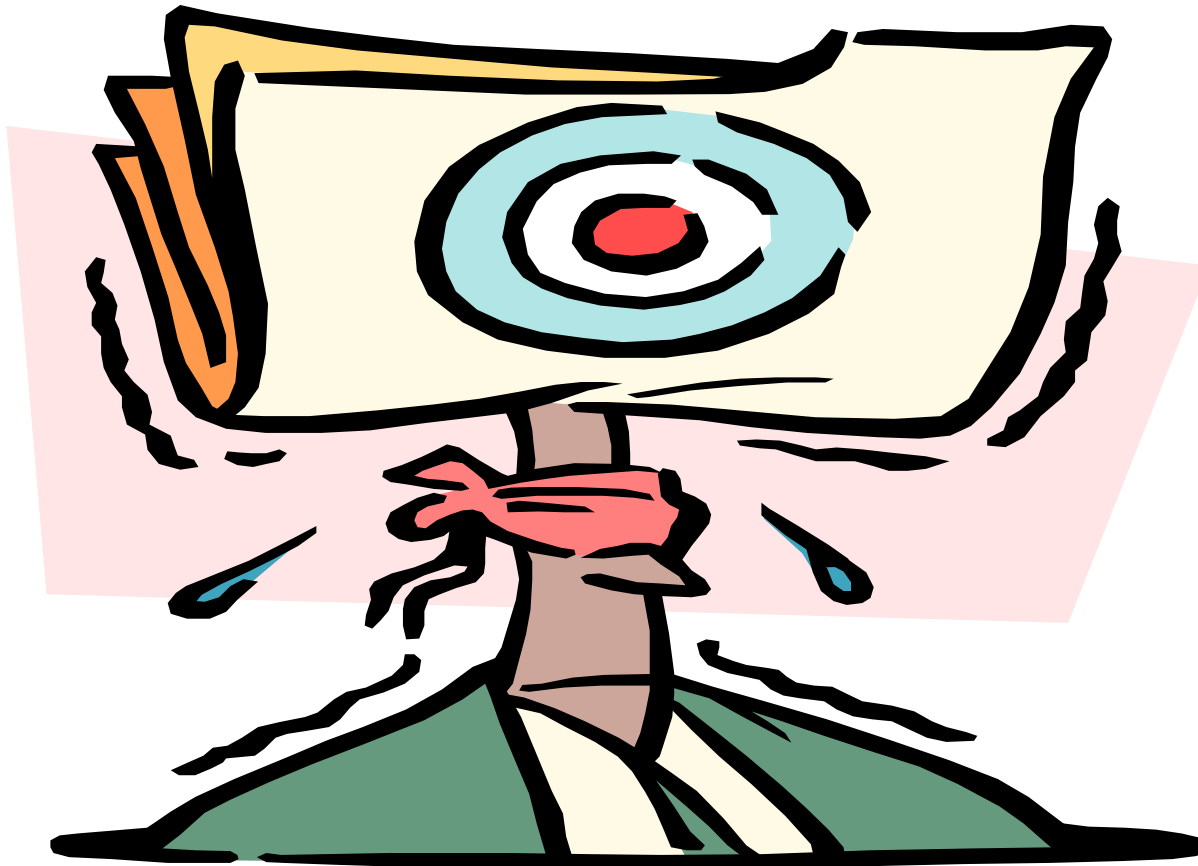
New and Improved Search

- We think we've finally gotten it right.

- Expert consultants got involved.

- The IFAP search really has improved, REALLY!

- Examples coming up, but try it yourself.

- Visit the PC Lab and let us know what you think.

THE U.S. Department of EDUCATION

Is it RIGHT, yet?

FSA's customer friendly approach…..

It's not right until the customer says it's right!

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Search Examples

- First example: search on the word "***deadlines***"

- Second example: search on the words "***student eligibility defaulted loans***" without quotes, commas, or any other structuring

- Let's see what happens now!

Search Results BEFORE 10/31/02

Suggest	Weight	Title	25 records returned

About the Results Page

1. ☐ 97% IFAP Dear Partner, Colleague Letters

A deadline date for submission of this waiver request will be published at a later date. Reporting **Deadlines** . The Secretary will consider carefully, on a "case-by-case" basis, the effect of the disaster on any school's ability to meet required reporting **deadlines**.

2. ☐ 97% Notice reopening the Early Reading First Program grant competition for fiscal year (FY) 2002 to extend the Full Application deadline date.

DATES: The original receipt deadline for Full Applications under the Early Reading First Program for FY 2002 was Friday, October 11, 2002. Therefore, the Department extends the receipt deadline for Full Applications and reopens the competition for a very short time to address this situation. The October 22 deadline replaces the original October 11, 2002 receipt deadline for Full Applications.

3. ☐ 97% Federal Pell Grant Program Table of Contents. Introduction.

Verification extension The deadline is extended for students being verified. The 2002 2003 deadline notice. will be published by August, 2002. Reporting Deadline Cite 34 CFR 690.83; August 20, 2001 Federal. Therefore, January 16 is the. deadline by which Tharian must submit new. disbursement records for these two. changes.

4. ☐ 97% Contents. Introduction. 1. Chapter 1 The Application Process FAFSA to I...

DEADLINES The application processing cycle lasts 18 months. There are no exceptions to these **deadlines**. Deadline Date Notice Every year the Department publishes in. the Federal Register a deadline notice that provides all the processing deadline. dates. Signatures can't be collected after. the verification deadline for that award year.

5. ☐ 97% AVG 37. CHAPTER 3 Verification. Because students sometimes make significant e...

Signatures can't be collected after. the verification deadline for that award year. Campus Based and Stafford Loan applicants must complete. verification within the deadline established by your aid office, though. the final deadline for all FSA programs is the one published in the.

6. ☐ 97% IFAP Pell RFMS Materials

POST-DEADLINE EDITING Records for 2000-2001 received after October 1 will be edited to determine if the school has been granted Administrative Relief to submit records beyond that date.

7. ☐ 97% Funding Your Education: 2001-2002

Important **Deadlines** You should pay special attention to the many **deadlines** in the student financial aid application process. What **deadlines** do I have to meet? The **deadlines** are usually much earlier than our July 1,

1. ☐   96%   <u>IFAP - Electronic Announcements</u>

Â Transmissions that begin before midnight but not completed until after midnight will not meet the deadline. Â The transmission must be completed and accepted no later than the deadline in order to be accepted. Application or correction data that is received after these **deadlines** will be rejected. Â After the **deadlines** identified above, you will be unable to correct the ISIR.
http://test.ifap.ed.gov:8532/eannouncements/0624CPSCycle0102**Deadlines**.html - 2002/10/14

2. ☐   96%   <u>IFAP - Electronic Announcements</u>

However, because this date falls on a weekend, it has been extended to the next business day, Monday, October 1). This deadline was previously announced in the Notice dated July 10, 2000. Your transmission must be completed by midnight (local time at your destination point) on October 1, 2001 to meet the deadline.
http://test.ifap.ed.gov:8532/eannouncements/0925PGProceDeadline.html - 2002/10/14

3. ☐   96%   <u>IFAP - Electronic Announcements</u>

However, because this date falls on a weekend, it has been extended to the next business day, Monday, October 1). This deadline was previously announced in the Notice dated July 10, 2000. Your transmission must be completed by midnight (local time at your destination point) on October 1, 2001 to meet the deadline.
http://test.ifap.ed.gov:8532/dpcletters/0925PGProceDeadline.html - 2002/06/26

4. ☐   96%   <u>IFAP - Pell RFMS Materials</u>

This deadline was previously announced in the Federal Register Notice dated . Your transmission must be completed by midnight (local time at your destination point) on October 1, 2001 to meet the deadline. No requests for new or increased disbursements will be accepted after this deadline unless the requests meet the requirements for post deadline adjustments as set out in 34 CFR 690.83, an...
http://test.ifap.ed.gov:8532/pgrfmsprocess/0925PellDeadline.html - 2002/06/04

5. ☐   94%   <u>IFAP - Electronic Announcements</u>

Your transmission must be completed and accepted by 7 PM CT to meet the deadline. Your request must be completed and accepted by 7 PM CT to meet the deadline.

U.S. Department of EDUCATION

Side by Side Results

- "Old": First entry a Dear Partner Letter from 09/1999

97%   IFAP Dear Partner, Colleague Letters

A deadline date for submission of this waiver request will be published at a later date. Reporting **Deadlines** . The Secretary will consider carefully, on a "case-by-case" basis, the effect of the disaster on any school's ability to meet required reporting **deadlines**.

- "New": First entry an electronic announcement from 06/2002

96%   IFAP - Electronic Announcements

Â Transmissions that begin before midnight but not completed until after midnight will not meet the deadline. Â The transmission must be completed and accepted no later than the deadline in order to be accepted. Application or correction data that is received after these **deadlines** will be rejected. Â After the **deadlines** identified above, you will be unable to correct the ISIR.
http://test.ifap.ed.gov:8532/eannouncements/0624CPSCycle0102**Deadlines**.html -
2002/10/14

Another Comparison

- Searched on "student eligibility defaulted loan"
- "Old" – Only one *irrelevant* return

student elgibility defaulted loan

New Search: **Search** | Search within results: **Search**

Suggest	Weight	Title	1 records returned

About the Results Page

1. ☐ 84% IFAP Student Financial Aid Handbooks

The parents of such a **student** may not borrow a PLUS **loan** for him or her. More information on **student** certification requirements is found in Chapter Two of the Handbook. This requirement does not apply to students for whom a parent is seeking a PLUS. For all other Stafford **Loan** borrowers, and for other SFA programs, the definition is effective July 1, 1993.

THE
U.S. Department of
EDUCATION

Relevant Results Now!

- Searched on student eligibility defaulted loan – NEW SHOWS GOOD RESULTS

1. ☐ 99% IFAP - Student Financial Aid Handbooks

   A lender or guarantor may grant forbearance to a borrower whose **loan** is delinquent or in default. A **student** who resolves a default by consolidating a **defaulted** FFEL also regains **eligibility** once the **defaulted loan** has been paid in full by the Consolidation **Loan** or Direct Consolidation **Loan**. See Section 8 of this chapter for more information on consolidating **defaulted** FFELs.
   http://test.ifap.ed.gov:8532/sfahandbooks/doc0247_bodyoftext.htm - 2002/06/04

2. ☐ 98% IFAP - Student Financial Aid Handbooks

   This documentation must be kept in the **student**'s file. The financial aid administrator may then determine the **student**'s **eligibility** for a **loan**. A lender or guarantor may grant forbearance to a borrower whose **loan** is delinquent or in default. If the borrower is unable to do so while attending school, he or she should request forbearance on the **loan**.
   http://test.ifap.ed.gov:8532/sfahandbooks/doc0164_bodyoftext.htm - 2002/06/04

3. ☐ 98% IFAP - Student Financial Aid Handbooks

   Default . . . . . 71 Reinstatement of **Eligibility** after Default . . . . . 74 **Loan** Rehabilitation . . . . . 74 SECTION 8: CONSOLIDATION LOANS . . . . . 77 Federal Consolidation Loans . . . . . 77 Applying for a Consolidation **Loan** . . . . . 78 Borrower **Eligibility** for a Federal Consolidation **Loan** . . . . . 78 Repayment and Deferment . . . . . 80 SECTION 9: COUNSELING STUDENTS . . . . .
   http://test.ifap.ed.gov:8532/sfahandbooks/doc0365_bodyoftext.htm - 2002/06/04

4. ☐ 98% IFAP - Student Financial Aid Handbooks

   Default . . . . . 73 Reinstatement of **Eligibility** after Default . . . . . 75 **Loan** Rehabilitation . . . . . 76 SECTION 8: CONSOLIDATION LOANS . . . . . 79 Federal Consolidation Loans . . . . . 79 Applying for a Consolidation **Loan** . . . . . 80 Borrower **Eligibility** for a Federal Consolidation **Loan** . . . . . 80 Repayment and Deferment . . . .

Customer Service Call Center

We appreciate your feedback and comments. We can be reached:

Phone: 1-800-433-7327

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Email: fsa.customer.support@ed.gov